

Nominee: Navisite

Nomination title: Navisite: Enabling digital transformation through best-in-class cloud services

NAVISITE'S UNIQUE OFFERING

Navisite's focus on creating tailored cloud environments, superior customer service and operational excellence, is what sets it apart from other cloud and managed service providers. Navisite aims to be a seamless extension of its clients' IT teams and allow each client to focus on its core business and propelling growth.

In today's business, the flexibility of a cloud and managed services provider is paramount. The tailored service levels and solutions that Navisite provides to match individual needs distinguishes it from providers offering only one-size-fits-all models. For any implementation, Navisite will work closely together with clients to understand the business' core operations and how its IT infrastructure should support this.

Its Managed Azure, NaviCloud Infrastructure-as-a-Service (IaaS) and Managed Hosting offerings were designed to offer flexible and scalable architectures that also give clients the option to deploy a hybrid management approach that matches business needs. For example, clients will often use Self-Service Cloud for test and development, and then transition workloads to Managed Cloud when they are ready for production. Blending managed cloud with Self Service Cloud can help clients to meet complex IT requirements. NaviCloud's pay-as-you-go pricing means that clients can increase their capital expense and when scaling up/ down, they can make the most of this pricing strategy.

Underpinning its cloud services, Navisite has a range of state-of-the-art data centres in both the UK and US, with a replicated setup to ensure disaster recovery facilities. It does this while retaining total transparency over where data is stored, thereby ensuring data sovereignty.

In its two UK data centre facilities, Navisite's comprehensive managed and cloud services can be configured to offer customers multiple Recovery Time and Recovery Point Objectives to meet specific business needs and ensure fast failover of mission-critical applications to a live, near duplicate backup site.



Through Navisite's affordable solutions and predictable cloud billing, businesses can avoid the large capital expenditure associated with in-house data centres and eliminate the hidden costs of IT resource underutilization.

Across all of these products and services, Navisite works as an extension of organisations' in-house teams. Navisite has a highly experienced team of IT specialists that can support even the most complex IT environments any time of the day. Enterprise customers rely on a partnership with Navisite to not only optimise IT infrastructure to meet current business needs, but also to adapt rapidly to meet future requirements.

BEST IN CLASS PRODUCTS AND SERVICES

Navisite provides a full suite of reliable and scalable managed services, including Application, Cloud Desktop, Cloud Infrastructure and Hosting services. Navisite's managed services support IT teams to seamlessly migrate their cloud environments and enable them to be flexible and drivers of innovation – an ability that can be restricted without the right support.

Navisite also consistently adds new managed services to its offering. In 2016, this has included Managed Azure and Managed Office 365, which allows clients to provide their workforce with familiar Microsoft Office resources that are enhanced by Navisite's support, continuity, threat protection and migration services.

When it comes to delivering cloud-scale infrastructures, Navisite Managed Azure provide's a highly scalable, proven cloud environment based in Microsoft data centres across the globe. This managed cloud infrastructure is equipped to help empower rapid scalability of cloud native applications and integrates closely with many Microsoft-powered enterprise solutions. With Navisite Managed Azure clients also benefit from Navisite's 24/7/365 expert cloud monitoring and management of Azure, incident and change management, anti-virus support and patching and load balancer management.

Its NaviCloud infrastructure offers the complete functionality of VMware's powerful hypervisor via Navisite's streamlined, Proximity client portal. Underpinning this infrastructure, Navisite offers industry leading SLAs of 99.999% uptime – providing dependable cloud servers, storage, bandwidth and more with 24/7 Navisite monitoring and management.

Whether a public, private, multi or hybrid cloud configuration, Navisite's online monitoring and management platform – the Proximity Client Portal – gives clients control and complete visibility over their whole infrastructure regardless of its complexity.

To further enable workplace productivity, Navisite also offers managed Microsoft Exchange, SharePoint and Lync, Managed Oracle services and Enterprise Mobility Management powered by AirWatch® by VMware®.

FOCUSING ON CUSTOMER SERVICE

Navisite believes each client deserves world-class service and support. The team always works to ensure critical KPIs and business goals are addressed, seeking to deliver actionable results. While Navisite's managed services represent both some of the newest and most proven technology solutions for businesses, they are far from standardised services. This enables Navisite clients to fit the managed services and solutions to their individual business and programme needs, minimising the potential for compromise and concession.

Throughout Navisite's 21-year history of hosted, managed, and cloud services, clients have benefitted from access to a knowledgeable team of technology experts. Navisite's assembly of expert Account Managers, Solution Architects, Project Managers, Technical Support Staff and Service Managers enable it to develop and support complex solutions, tailored to target the specific needs of clients. Navisite stands by, and stands out for, its ability to personalise services to accommodate distinct operations standards and technical requirements, and to work toward client goals for compliance and governance.

NAVISITE'S IMPACT ON THE MARKET

Navisite's focus on delivering tailored solutions for clients has had the following impacts on customers and the market:

- Navisite's fully managed, cloud-enabled IT infrastructure helped MetricStream navigate the European compliance and data protection landscape to successfully expand its services to support customers in Europe
- Navisite enabled Mortgage Brain's digital transformation, transitioning its traditional co-location IT environment to Navisite's resilient, secure NaviCloud Infrastructure-as-a-service (IaaS) platform, allowing Mortgage Brain to develop and deploy a new integrated system to 1,000 Countrywide users in almost every high street of the UK, delivered on time and heralded as a success by all.
- Navisite's flexible billing and cloud-based Desktop-as-a-Service (DaaS) solution enabled sexual abuse prevention charity Safeline to provide uninterrupted support to survivors and allowed staff to work remotely, which enabled Safeline to help thousands more abuse survivors, grow its team from 5 to 19 people and save £40-50,000 in operations costs as well as secure new funding, with a contract win for £150,000 per annum.

Why nominee should win

- **Customisation: Navisite provides tailored solutions to suit individual needs, setting the company apart from other cloud providers offering “off the rack” resources**
- **Leading, flexible and scalable infrastructures: whether Managed Azure, NaviCloud, physical hosted resources or a mixed hybrid environment, Navisite has best-in-class managed services to offer enterprises**
- **Industry-leading levels of customer support and leading 99.999% uptime SLAs**
- **Flexible, predictive billing, allowing organisations to avoid heavy CapEx investments and instead pay a predictable monthly fee**
- **Data sovereignty: Navisite offers total transparency as to where data is stored - another key differentiator from competitors**